



City of Kingman, Arizona

Classification: Water Service Worker

Department: Public Works, Water Operations

Accountable To: Administrative Supervisor, Construction Maintenance Supervisor or Water Superintendent

Created/Revised Date: April 2016

FLSA Status: Non-Exempt **Salary Grade:** 204 **Band:** A **EEO4:** 8

GENERAL DESCRIPTION OF POSITION

Performs a variety of duties in support of the City's water meter reading program and operation of utility meters; Reads residential and commercial water meters along an assigned route; Ensures quality customer service to City consumers; and performs minor utility meter maintenance.

SUPERVISION RECEIVED

Works under the supervision of the Administrative Supervisor, Construction Maintenance Supervisor or Water Superintendent. Work is reviewed through field inspections and review of meter readings for results obtained.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES & RESPONSIBILITIES Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Traverses assigned routes; Reads water meters on a set route according to monthly billing structure; Accurately records manual and automated meter readings and inputs data into hand-held meter reading computer device to provide needed information for utility billing or other related actions; Downloads daily meter readings to computer and completes daily log; Notes any zero consumption or unusual changes in consumption, location or malfunctions such as leaks or damaged meters.
- Inspects meters and connections for defects, damage and unauthorized connection or use; Reports findings to supervisor.
- Rechecks readings as needed to determine abnormal consumption patterns and analyze possible causes for fluctuation or consumption.
- Calculates consumption.
- Assists in the maintenance and repair of meters; Replaces defective meters; Tests meters for accuracy.
- Maintains assigned tools and equipment.
- Responds to work orders for utility disconnections, re-connections, new orders, and other public works service requests, as assigned.
- Posts non-payment notices; Posts shut-down notices; Post door hangers; Turns water service on and off as required; Notifies customers of water interruptions and of the type of work to be performed.
- Cleans meters/meter boxes and makes field repairs to water meters and performs routine maintenance; Pulls meters for calibration; Cleans brush, weeds, dirt and other debris away from meter boxes using appropriate equipment and tools; Generates requests to supervisor for larger repairs.
- Properly sets-up traffic control including safety devices, signs, and barricades to provide a safe working environment when working in traffic areas and to notify public of work in process.
- Performs all duties in conformance to appropriate safety and security standards.

- Responds to customer inquiries encountered on route regarding meter reading schedules, billing, how meters are read, and other customer service-related matter; Refers more difficult customer inquiries and complaints to utility billing and/or supervisor.
- Communicates and acts in a professional manner with the public, co-workers, and work contacts.
- Provides excellent customer service to all contacts.
- Responsible for the safe operation, care and appearance of assigned vehicle and equipment.
- Regular attendance is an essential function of this job to ensure continuity.
- May be required to work early mornings, evenings, holidays or weekends as needed.
- Performs all work duties and activities in accordance with City policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.

PERIPHERAL DUTIES:

- Suggests changes to improve routes and meter location.
- Assists in making emergency repairs to water mains.
- May assist in controlling traffic at work sites by flagging to guide traffic through work areas, as required or assigned.
- May serve on a variety of employee committees.
- Performs related duties as required.
- Performs special assignments as requested.

DESIRED MINIMUM QUALIFICATIONS:

Education and experience:

- Graduation from high school diploma or GED equivalent;
- Some experience logging and recording information, preferably utilizing automated devices and systems.
- Some experience reading, maintaining and repairing/replacing water meters is desirable.
- One (1) year of customer service related to water or other utility services preferred.
- Any combination of experience and training which demonstrates the knowledge and experience to perform the work.

Necessary Knowledge, Skills and Abilities:

Knowledge:

Working knowledge of equipment and tools necessary for the reading of water meters; Principles and practices of automated data entry, recordkeeping and reporting; Addresses and street locations of the City of Kingman and surrounding areas; Basic mathematics; Principle and practices of effective customer service; Basic knowledge of the characteristics of domestic animals to ensure safety of self when working among them; Occupational hazards and standard safety practices including safe driving principles and practices.

Skills:

Skill in the care and operation of assigned equipment in a safe and effective manner; Identifying maintenance needs and mechanical problems and correcting or referring for repair; Utilizing computer hardware and software to accomplish work assignments (i.e., Microsoft Office) and demonstrate proficiency to perform data entry and update database; Preparing and maintaining records; Working in a team environment; Providing customer service; and Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Abilities:

Ability to perform and record mathematic computations accurately and quickly; Accurately read and record data from various type of meter dials and formats; Operate a hand-held meter reading computer; Work independently to effectively perform work assignments; Understand and follow oral or written instructions; Communicate effectively verbally and in writing; Observe and adhere to proper safety precautions; Establish effective, cooperative working relationships with other employees, supervisors and the public; Drive assigned vehicle under varying conditions; Maintain production schedules

and carry out assigned projects to their completion; Meet physical requirements to include performing physical work, in adverse weather and environmental conditions; Participate in teamwork productively; Sit, walk and stand for long periods of time; and Work with irate or difficult customers and apply proper courtesy and tact to effect appropriate interactions.

SPECIAL REQUIREMENTS

- Valid Arizona State operator's license.
- Based on assignment, may be required to participate and obtain NIMS (National Incident Management System) training certifications.

WORK ENVIRONMENT

The work environment characteristics attached to the job description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See Physical Demands.

Expected Behavior/Quality of Services:

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

Commitment – Dedicate oneself to consistent and excellent public service.

Innovation – Implement unique, creative and cost-effective solutions.

Communication – Communicate in a positive, honest and productive manner.

Integrity – Adherence to high ethical standards.

Diversity – Promote inclusiveness and impartiality throughout the organization.

Personal Responsibility – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

Respect – Demonstrate a high regard for others, support each other.

Teamwork – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

All City employees are expected to conduct themselves consistent and in support with the above values.

SELECTION GUIDELINES:

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

EMPLOYEE SIGN OFF:

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

Employee Signature:_____ **Date:**_____

Employee Printed Name:_____